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TRA DOCKET ROOM

September 21, 2005

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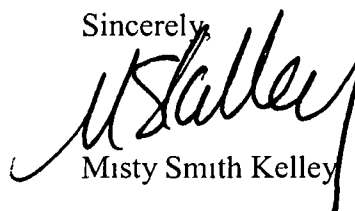
Ron Jones, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

***In Re: Generic Docket for the Purpose of Examining TRA Rules, Policies and
Procedures in Light of Current Trends in the Gas Industry, Docket No. 05-00046***

Dear Chairman Jones:

Enclosed please find an original and thirteen copies of the Comments of Atmos Energy Corporation for October 5, 2005 Meeting Addressing Consumer Safety Issues. Please contact me if you have any questions regarding the enclosed

Sincerely,



Misty Smith Kelley

MSK:klc
Enclosures

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Representative Office
BDBC International LLC

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE: GENERIC DOCKET FOR THE)	
PURPOSE OF EXAMINING TRA RULES,)	
POLICIES AND PROCEDURES IN LIGHT)	
OF CURRENT TRENDS IN THE GAS)	
INDUSTRY)	
)	DOCKET NO. 05-00046
)	
)	

**COMMENTS OF ATMOS ENERGY CORPORATION FOR OCTOBER 5, 2005
MEETING ADDRESSING CONSUMER AND SAFETY ISSUES**

As requested by the August 30, 2005 Notice of Meeting Addressing Consumer and Safety Issues in this docket, Atmos Energy Corporation ("Atmos" or "Company") submits the following as its written comments for the subject areas contained in the Notice. This filing will also serve as Atmos' written notice that undersigned counsel and/or Company representatives will attend the October 5, 2005 meeting and would like the opportunity to further address these issues at that time if necessary.

I. SERVICE QUALITY STANDARDS.

Atmos continually strives to provide superior customer service. For example, the Company makes every effort to accommodate turn-on requests within 24 hours and to arrange for specific appointment times so customers are not left waiting for long periods of time for the service representative to arrive. In addition, although the required response time for most emergency requests is 1 hour, the Company maintains an internal goal of responding within 30 minutes.

The Company also continually looks for ways to improve service provided through the Atmos Customer Support Center. For example, the Company recently added a virtual hold option to its customers, which gives callers the option of leaving a message scheduling a time and number for a return call rather than waiting for the next available customer service representative.

The Company currently maintains certain overall performance statistics for its Customer Support Center and would not be opposed to discussing a framework for periodically sharing those results with the TRA. At this time, Atmos does not have any specific proposals with regard to service quality standards that it would like the TRA to consider, but the Company would be glad to answer any questions or provide comment to any specific issues the Authority would like addressed.

II. SAFETY.

The Company regularly works closely with TRA Staff on all aspects of system safety. At this time, Atmos does not have any specific proposals with regard to safety issues that it would like the TRA to consider, but the Company would be glad to answer any questions or provide comment to any specific issues the Authority would like addressed.

III. LOW INCOME ASSISTANCE PROGRAMS.

Atmos aids its customers in accessing local, state and federal agencies and organizations that provide assistance to eligible elderly and/or low income customers with their utility bills, and then works closely with those agencies to coordinate receipt of those funds and ensure they are credited promptly to customers' accounts. Below is a list of some of the ways Atmos works with customers who may need assistance in paying their bills:

- On the Company's website ([www. Atmosenergy.com](http://www.Atmosenergy.com)), customers can view a list of energy assistance agencies in their area, including contact information.
- Atmos' termination notices to residential customers states "Atmos Energy may also be contacted at the number above for information regarding local, state and federal energy assistance programs." The toll-free number listed is available 24 hours a day, 7 days a week.
- Customer service representatives are trained to discuss energy assistance options with customers and offer agency contact information.
- Atmos posts pledges received from assistance agencies the same day they are received, regardless of whether the pledge is received by fax, telephone, on-line, or hard copy. In the winter months, this requires that the Company process sometimes hundreds of requests on a same-day basis.
- Once a pledge is received, the Atmos Customer Support Center contacts the local office to stop any scheduled disconnect for non-payment, or arrange for reconnection.
- The Atmos Customer Support Center works with the assistance agencies to provide any necessary information on behalf of the customer, including mailing or faxing the total amounts needed for assistance, billing histories for weatherization or termination notice information.
- If the Atmos Customer Support Center receives notice from an assistance agency that funds have not yet been received, but are still expected, the Company will renew the pledge on behalf of the customer.

- The Company offers payment plans for any amounts not covered by assistance programs, or for customers who do not qualify for assistance or do not wish to contact assistance providers.

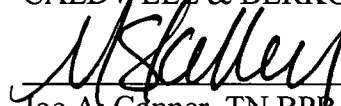
IV. RESEARCH AND DEVELOPMENT.

Atmos supports research and development funding, mainly through its participation in the Gas Technology Institute (“GTI”). Through that participation, Atmos is able to identify specific research projects that will benefit Atmos consumers and receive access to the results of that research. Atmos has included a research and development funding request in each rate case filed since the termination of the FERC surcharge that previously funded GTI, and that funding has been approved in several states.

V. CONSERVATION AND EDUCATIONAL EFFORTS.

Atmos has voluntarily taken the initiative to provide its customers with information on how to conserve energy through periodic customers inserts and a specific link on the Company’s website (<https://www.atmosenergy.com/cs/faq/conservation.html>). At this time, Atmos does not have any specific proposals with regard to conservation and education efforts that it would like the TRA to consider, but the Company would be glad to answer any questions or provide comment to any specific issues the Authority would like addressed.

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Attorneys for Atmos Energy Corporation

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been mailed, postage prepaid, to the following parties of interest this 21st day of September, 2005.

Richard Collier
General Counsel, Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

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